

International Education Emergency Management Plan

The Center for Global Education

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This document outlines the protocol that will be used by Tulsa-based staff to respond to emergencies involving TU students, staff and faculty abroad. The document is intended to supplement existing TU policies, which are referenced in the protocol. Faculty and staff who are traveling with students to direct programs abroad are provided a separate handbook as part of the required training conducted by the Center for Global Education (CGE) that reviews relevant TU policies and outlines protocol for responding on-site to emergencies.

This document uses the following abbreviations:

CGE- Center for Global Education

SAP- Study Abroad Programs, College of Law

CL-DOS- College of Law, Dean of Students

VPESS – Vice President for Enrollment and Student Services

AVPESS- Associate Vice President for Enrollment and Student Services

Emergency Response Protocol for Tulsa-based staff

Situation	Role	Action
<i>Region-wide safety issue (i.e. global health epidemic, terrorist action, natural disaster)</i>	1. Communicate with program provider, hosting institution, or on-site director	<ul style="list-style-type: none"> • CGE/SAP determine status of participating TU students. • CGE/SAP obtain “on-site” information about the nature of the situation. • CGE/SAP obtain information about provider’s response.
	2. Monitor other news sources	<ul style="list-style-type: none"> • CGE/SAP collect information to determine facts of the situation and report on changes. • CGE/SAP evaluate information to inform possible responses <ul style="list-style-type: none"> ○ Information as provided by program providers/ host institutions, including their recommended course of action for participants ○ Responses from other schools ○ Information obtained from news media ○ Consultation with other offices ○ Information provided from US Embassy
	3. Communicate with necessary parties	<p>The following people may be notified depending on the nature of the situation. Depending upon the time and nature of the incident, communications may occur by telephone, cellphone, text, or by email.</p> <ul style="list-style-type: none"> • President • Provost • Vice-Provost, Global Education • VPRESS • AVPRESS • CL-DOS • Vice President for Institutional Advancement • Director of TU Marketing and Communications • Director of Counseling and Psychological Services • Dean, International Student Services

		<ul style="list-style-type: none"> • Other students participating in the program • Students abroad • Crisis Management Team • Academic Deans • Director, Campus Security • Executive Vice President • Financial Services/ Controller • Director, Financial Aid • Registrar • Home campus, if non-TU <p>If the call occurs after regular business hours, the TU person receiving the information about the incident should contact the Vice Provost for Global Education or the Executive Vice President.</p>
	4. Communication with families	<ul style="list-style-type: none"> • Within the guidelines of FERPA, CGE/SAP will prepare email communication to families of students in affected region with information about their student and the university/program recommendations. This will include instructions for where to get updated information about the situation.
	5. Website communication	<ul style="list-style-type: none"> • Study abroad staff will add statement to the CGE/School of Law Study Abroad website with information about the university's response to the emergency and directing students/community to resources for additional information. • CGE/SAP staff will work in consultation with Institutional Advancement to prepare a statement about the incident or develop a plan for on-going communication for an evolving situation. • In consultation with Institutional Advancement, TU may add a statement to the University homepage as deemed necessary.
	6. Other actions	<ul style="list-style-type: none"> • CGE/SAP will contact University insurance provider as deemed necessary to coordinate evacuation of travelers. • Crisis Management Team may convene depending upon the situation. • TU may procure funds during political troubles or natural disasters if necessary for on-site program director.
	7. Closing the incident	<ul style="list-style-type: none"> • CGE staff will determine when the situation is closed.

		<ul style="list-style-type: none"> • Staff will debrief and prepare recommendations for future situations. • Staff will document the incident, including correspondence with students, program providers, and other parties. • Staff will notify the controller's office of any issues related to fees and program refunds.
<i>Missing student</i>	1. Communicate with program provider, hosting institution, or on-site director	<ul style="list-style-type: none"> • CGE/SAP staff will obtain history of the situation. • CGE/SAP will obtain "on-site" information about the nature of the situation. • CGE/SAP will obtain information about provider's responses and contact to local authorities. • Onsite staff will obtain details from other students and communicate this to the CGE/SAP staff. • CGE/SAP will collect information provided by professional responders provided on site (ie mental health professionals, police reports).
	2. Communicate with campus parties	<p>CGE/SAP will notify the following offices of the student's status. Depending upon the time and nature of the incident, communications may occur by telephone, cellphone, text, or by email.</p> <ul style="list-style-type: none"> • Vice Provost, Global Education • SAP Director • VPES • AVPES/CL-DOS • Director, Counseling and Psychological Services • Director, Campus Security <p>The following people may be notified depending on the nature of the situation. Depending upon the time and nature of the incident, communications may occur by telephone, cellphone, text, or by email.</p> <ul style="list-style-type: none"> • President • Provost • Students on-site • Director, Marketing and Communications • Dean, International Student Services • Crisis Management Team

		<ul style="list-style-type: none"> • Executive Vice President • Academic Deans • Financial Services/ Controller • Home campus, if non-TU • Insurance provider, if kidnapping suspected <p>If the call occurs after regular business hours, the TU person receiving the information about the incident should contact the Vice Provost for Global Education or the Executive Vice President.</p>
	3. Communicate with families	<ul style="list-style-type: none"> • AVPESS or CL-DOS, or their designee will contact the families within 24 hours noted as missing. If foul play is suspected, the AVPESS or CL-DOS will contact sooner.
	4. Other actions	<ul style="list-style-type: none"> • CGE, with assistance of local hosts, will contact local police and US State Department. • Other actions will be dependent upon the nature of the information collected from relevant parties. • The CGE and AVPESS or CL-DOS will be in close communication to determine the point at which the incident is handled as part of the regular campus processes for crisis response. Actions will be dependent upon the nature of the information collected from relevant parties. • If the situation is determined to be kidnapping, the CGE, in consultation with the Crisis Management Team, will communicate with consultants for kidnapping and ransom, as covered by TU insurance policy.
	5. Closing the incident	<ul style="list-style-type: none"> • CGE staff will determine when the situation is closed. • Staff will debrief and prepare recommendations for future situations. • Staff will document the incident, including correspondence with students, program providers, and other parties. • Staff will notify the controller's office of any issues related to fees and program refunds.

<p><i>Injured or ill student (physical or mental)</i></p>	<p>1. Communicate with program provider, hosting institution, or on-site director</p>	<ul style="list-style-type: none"> • CGE/SAP will collect information about the status of participating TU student. • CGE/SAP will obtain “on-site” information about the nature of the situation. • CGE/SAP will obtain information about provider or on-site staff’s responses and contacts to local authorities, including their recommended action. • CGE/SAP staff will communicate with on-site staff to obtain information provided by attending professional responders (ie mental health professionals, physicians, police reports).
	<p>2. Communicate with necessary parties</p>	<p>The following people may be notified depending on the nature of the situation. Depending upon the time and nature of the incident, communications may occur by telephone, cellphone, text, or by email.</p> <ul style="list-style-type: none"> • President • Provost • Vice-Provost, Global Education • Executive Vice President • VPES • AVPESS/CL-DOS • Director, Marketing and Communications • Director, Alexander Health Services • Director, Counseling and Psychological Services • Dean, International Student Services • Academic Deans • Other students participating in the program • Students abroad • Crisis Management Team • Director, Campus Security • Director, Center for Student Academic Support • Director, Financial Aid • Registrar • Representative from insurance provider (TU or policy used by the student) • Home campus, if student is non-TU

		If the call occurs after regular business hours, the TU person receiving the information about the incident should contact the Vice Provost for Global Education or the Executive Vice President.
	3. Communicate with families	<ul style="list-style-type: none"> • CGE/SAP will determine single person to communicate with the family; likely a representative of the CGE or SAP. (To be determined in consultation with AVPESS or CL-DOS.) • Communication should be coordinated with the study abroad provider, if involved.
	4. Communicate with affected student	<ul style="list-style-type: none"> • CGE/SAP will determine single person to communicate with the student, likely a CGE staff member or a SAP director or on-site director.
	5. Other action	<ul style="list-style-type: none"> • Issue may be referred to AVPESS or CL-DOS. • The CGE or SAP director may consult with the student's college advisor, dean or appointee of college, AVPESS, psychological services, student support services, program provider to determine when to have a student return. • The CGE or SAP director will communicate with the insurance provider as necessary.
	6. Closing the incident	<ul style="list-style-type: none"> • CGE staff will determine when the situation is closed. • Staff will debrief and prepare recommendations for future situations. • Staff will document the incident, including correspondence with students, program providers, and other parties. • Staff will notify the controller's office of any issues related to fees and program refunds.
<i>Conduct or behavior issues (danger to self)</i>	1. Communication with program provider, hosting institution, on-site director	<ul style="list-style-type: none"> • CGE/SAP will determine status of participating TU student. • CGE/SAP will obtain "on-site" information about the nature of

<i>and others)</i>		<p>the situation.</p> <ul style="list-style-type: none"> • CGE/SAP will obtain information about provider's responses and contact to local authorities, including their recommended action. • CGE/SAP will communicate with on-site staff to obtain information provided by attending professional responders (ie mental health professionals, police reports).
	2. Communicate with necessary parties	<p>The following people may be notified depending on the nature of the situation. Depending upon the time and nature of the incident, communications may occur by telephone, cellphone, text, or by email.</p> <ul style="list-style-type: none"> • President • Provost • Vice-Provost, Global Education • Executive Vice President • AVPESS/CL-DOS • Director, Counseling and Psychological Services • Director, Campus Security • Director, Marketing and Communications • Dean, International Student Services • Academic Deans • Home campus, if student is non-TU <p>If the call occurs after regular business hours, the TU person receiving the information about the incident should contact the Vice Provost for Global Education or the Executive Vice President.</p>
	3. Communicate with affected student	<ul style="list-style-type: none"> • CGE/SAP will determine single person to communicate with the student, likely CGE staff member or SAP director or on-site director.
	4. Other action	<ul style="list-style-type: none"> • The point at which this becomes an AVPESS issue and enters the university disciplinary process, situation will be handled as per the TU Student Code of Conduct. • Policies regarding reimbursements, etc. will be determined in consultation with business office and handled in accordance with standard TU policy if a student withdraws for disciplinary reasons.
	5. Closing the incident	<ul style="list-style-type: none"> • CGE staff will determine when the situation is closed. • Staff will debrief and prepare recommendations for future

		<p>situations.</p> <ul style="list-style-type: none"> • Staff will document the incident, including correspondence with students, program providers, and other parties. • Staff will notify the controller's office of any issues related to fees and program refunds.
<i>Academic issues</i>	1. Communication with program provider, hosting institution, on-site director	<ul style="list-style-type: none"> • CGE/SAP will determine status of participating TU student. • CGE/SAP will obtain "on-site" information about the nature of the situation. • CGE/SAP will obtain information about provider's responses and recommendations for action.
	2. Communication with affected students on-site	<ul style="list-style-type: none"> • CGE/SAP will prepare direct communication with students on-site to present alternatives, as developed on consultation with necessary parties on the TU and hosting campus.
	3. Monitor other news sources (major incidents, ie strike)	<ul style="list-style-type: none"> • CGE/SAP will collect information to determine facts of the situation and report on changes. • Evaluate information to determine possible responses <ul style="list-style-type: none"> ○ Information as provided by program providers/ host institutions, including their recommended course of action for participants. ○ Responses from other schools. ○ Information obtained from news media. ○ Consultation with other offices.
	4. Communicate with necessary parties	<p>The following people may be notified depending on the nature of the situation. Depending upon the time and nature of the incident, communications may occur by telephone, cellphone, text, or by email.</p> <ul style="list-style-type: none"> • President • Provost • Academic Deans • Collegiate Associate Deans • Vice-Provost, Global Education • Executive Vice President • AVPESS/CL-DOS • Director, Campus Security • Registrar

		<ul style="list-style-type: none"> • Director, Financial aid • Academic advisors • Faculty advisors • Director, Marketing and Communications • Director, Business office • Director, Presidential Scholars • Dean, International Student Services • Director, Center for Student Academic Support • Home campus, if student is non-TU <p>CGE/SAP will convene team of involved parties to develop a coordinated response and direct a single person to communicate with the student.</p>
	5. Website communication	<ul style="list-style-type: none"> • The CGE/SAP will add information to the appropriate website about the response to the emergency and directing students/community members to resources for additional information. The statement will be developed in consultation with Institutional Advancement.
	6. Determine crediting options	<ul style="list-style-type: none"> • The CGE will convene a team that is comprised of the relevant associate deans, collegiate advisors, financial aid or other scholarship staff, business office staff, and other necessary parties to determine available crediting options. • The Vice Provost for Global Education will recommend cancellation of a program when it is clear that students will not be able to complete the academic term in such a way to satisfy TU requirements for credit. This decision will be made in consultation with academic staff and Crisis Management Team, if necessary.
	7. Closing the incident	<ul style="list-style-type: none"> • CGE staff will determine when the situation is closed. • Staff will debrief and prepare recommendations for future situations. • Staff will document the incident, including correspondence with students, program providers, and other parties. • Staff will notify the controller's office of any issues related to fees and program refunds.

<i>Student Death</i>	1. Communication with program provider, hosting institution, on-site director, local police, and Embassy to determine the facts of the case	<ul style="list-style-type: none"> CGE/SAP will collect all pertinent facts from the program provider, hosting institution, on-site director, local police, and/or Embassy including the time, place, and circumstances of death, other students and staff involved, and the location of the body.
	2. Notify necessary campus parties	<p>The following people will be notified. The CGE/SAP staff will coordinate with order and manner of communication with campus parties in consultation with the Executive Vice President.</p> <ul style="list-style-type: none"> President Provost Vice-Provost, Global Education Vice-President of Enrollment and Student Services (VPES) AVPES CL-DOS Vice President for Institutional Advancement Academic Deans Director of Marketing and Communications Director of Counseling and Psychological Services Dean, International Student Services Other students participating in the program Students abroad Crisis Management Team Director, Campus Security Executive Vice President Financial Services/ Controller University Chaplain Home campus, if non-TU <p>If the call occurs after regular business hours, the TU person receiving the information about the incident should contact the Vice Provost for Global Education or the Executive Vice President.</p>
	3. Notify US embassy	<ul style="list-style-type: none"> CGE/SAP will contact US embassy in host country for assistance,

		in coordination with host university or program provider.
	4. Contact family or next of kin	<ul style="list-style-type: none"> • AVPESS/CL-DOS will communicate with the family or next of kin. • In the case of a non-TU student participating in a TU-sponsored program, the Vice Provost for Global Education or CL-DOS will contact the home university.
	5. Make arrangements for the family and repatriation of student remains	<ul style="list-style-type: none"> • The CGE/SAP will: <ul style="list-style-type: none"> ○ Contact US Embassy (or embassy of student's nationality) and student insurance provider for arrangements. ○ Assist with securing necessary legal permissions. ○ Assist family with travel arrangements if necessary. ○ Obtain advice from the appropriate religious official in case special steps are required by the student's faith.
	6. Communicate with other students on site.	<ul style="list-style-type: none"> • CGE/SAP will consult with on-site staff to convene a meeting with the other students on-site to communicate facts of the incident and offer support as they deal with the situation. • CGE/SAP will assist on-site staff with making arrangements for grief counseling for any students requesting assistance.
	7. Communication with other necessary parties	<ul style="list-style-type: none"> • The TU Director of Marketing and Communications will prepare an official announcement regarding the student's death for distribution on campus or in the community. • The CGE/SAP will distribute the official university message to students on other study abroad programs and indicate resources for obtaining grief counseling.
	8. Closing the incident	<ul style="list-style-type: none"> • CGE staff will determine when the situation is closed. • Staff will debrief and prepare recommendations for future situations. • Staff will document the incident, including correspondence with students, program providers, and other parties.
<i>Sexual violence or harassment</i>	1. Determine details of the incident and prepare written summary with known details	<ul style="list-style-type: none"> • CGE/SAP will determine status of participating TU student. • CGE/SAP will obtain "on-site" information about the nature of the situation, including the date of the incident, name of the individuals involved, and details about the nature of the incident. • CGE/SAP will obtain information about provider's responses and

		recommendations for action.
	2. Report incident as per TU Policy on Sexual Violence or the TU Policy on Harassment to appropriate Title IX officer	<p>The CGE/SAP will notify the Title IX Coordinator, Wayne Paulison of incident. Other deputy coordinators may be notified as necessary. Communications may occur by telephone, cellphone, text, or by email.:</p> <ul style="list-style-type: none"> • Deputy Coordinator for Students: Yolanda Taylor • Deputy Coordinator for Student Athletes and Athletic Department Employees: Crista Troester • Deputy Coordinator for Faculty: Winona Tanaka • Deputy Coordinator for Study Abroad: Cheryl Matherly <p>The Title IX Coordinator or designee will advise on the procedures to be used in addressing this situation, as required by the TU Policy on Sexual Violence or the TU Policy on Harassment.</p>
	3. Assist student with obtaining medical and emotional well-being needs	<ul style="list-style-type: none"> • CGE/SAP will communicate with host institution, on-site director, or program provider to determine resources available to the student for immediate medical attention. • CGE/SAP will make available to student list of medical facilities familiar with treating foreigners, if available through TU insurance provider. • CGE/SAP will work with host institution or program provider to determine available resources for mental health needs. If the host institution or program provider cannot identify a local mental health professional, the CGE will communicate with the Director of TU Counseling and Psychological Services to provide services via telephone, skype, or other similar technology.
	4. Ensure that interactions between the alleged harasser/perpetrator of the violence and the victim are minimized	<ul style="list-style-type: none"> • CGE/SAP will communicate with host institution, provider, or on-site staff to make necessary changes to the student arrangements to minimize interaction. This may require making extraordinary changes on site as necessary to minimize interaction.
	5. Communicate with other necessary parties	<p>The following people may be notified depending on the nature of the situation. Depending upon the time and nature of the incident, communications may occur by telephone, cellphone, text, or by email. The Title IX Coordinator or designee will advise about the manner of communication, order, and content.</p> <ul style="list-style-type: none"> • President • Provost

		<ul style="list-style-type: none"> • VPES • AVPES • CL-DOS • Vice President for Institutional Advancement • Director of Marketing and Communications • Director of Counseling and Psychological Services • Dean, International Student Services • Academic Deans • Other students participating in the program • Crisis Management Team • Director, Campus Security • Executive Vice President • Financial Services/ Controller • TU insurance provider • Home campus, if non-TU
	6. Other steps	<ul style="list-style-type: none"> • Title IX Coordinator or designee will provide victim with information about how to file a university complaint. Investigation of student complaints will be handled as per existing TU Sexual Violence and Sexual Harassment policies. • If the student desires to return to the US prior to completion of the program, CGE/SAP will communicate with the student about his or her options and assist student with accessing insurance. CGE/SAP will convene necessary individuals, including collegiate advising staff, to determine options for student to complete academic term in Tulsa.
	9. Closing the incident	<ul style="list-style-type: none"> • CGE staff will determine when the situation is closed. • Staff will debrief and prepare recommendations for future situations. • Staff will document the incident, including correspondence with students, program providers, and other parties.

Appendix I: Pre-Departure Expectations

Item	Action	Responsible Party
Orientation	<ol style="list-style-type: none"> 1. All students participating in approved international education programs will complete an appropriate predeparture orientation 2. Faculty/staff who are leading a student program involved with international travel are required to offer orientation specific to their program. 3. Students attending an international conference will be required to participate in an orientation, at the discretion of the CGE. The CGE will provide students attending a conference resource materials with information for responsible travel abroad. 4. Approved study abroad program providers/exchange institutions are expected to provide on-site orientation for students. 5. Topics to be included in pre-departure orientation address: <ol style="list-style-type: none"> a. Alcohol and drug use b. Students relationship to local laws c. Region-specific and general health information d. Information about response to emergency situations e. Crime prevention f. Local diet and eating patterns g. Information on medical (physical and psychological) care h. Relevant information for academic program i. Other information required for students to be successful in the program 	<ol style="list-style-type: none"> 1. CGE/SAP 2. Faculty leading approved TU travel abroad (credit and non-credit) 2. Program provider or hosting institution
Approval of student participation in credit and non-credit bearing programs	<ol style="list-style-type: none"> 1. In order to obtain academic credit, students must participate in approved study abroad programs, unless otherwise approved by the CGE or College of Law. Students wishing to participate in unapproved study abroad programs should submit an appeal in accordance with the CGE or College of Law policies. 2. Students must meet standards for participation in education abroad programs as outlined in the CGE/SAP policies. 3. Students must complete predeparture orientation activities as described above. 4. Students must demonstrate that they have appropriate medical insurance. 5. Students must sign “assumption of risk” document. 6. Student should indicate that he/she is in good mental and physical condition to go abroad. 7. Student should complete FERPA release form. 8. The final decision regarding a students’ eligibility to participate in a study abroad program will reside with the Associate Dean for Global Education, or, 	<ol style="list-style-type: none"> 1. CGE staff ,SAP director, or CL-DOS will review students’ eligibility. 2. Appeals for non-law students will be handled by the CGE. Law students shall follow College of Law appeals protocols. 3. CGE or the SAP will distribute list to appropriate campus offices with names of students approved for study abroad.

	<p>for a TU law student, with the SAP director or with the CL-DOS for students participating in a program not sponsored by TU. If there is a question about a student's readiness to participate, the directors or DOS will consult with appropriate campus offices.</p> <p>9. CGE will distribute list of campus offices and primary contacts to receive names of students planning to study abroad after application deadline and after pre-departure orientation.</p> <p>10. For students with disabilities: CGE to prepare FAQs for inclusion on website and in print materials; CGE will consult with Center Student for Academic Support to ensure that practices abroad are consistent with university policies and procedures. The SAP will implement similar practices for TU-administered law school study abroad programs.</p> <p>11. If a student discloses a mental health issue, the CGE staff, the SAP director, and the CL-DOS will work in consultation with Counseling & Psychological Services and CSAS to determine requisite on-site accommodations. The CGE staff/SAP director will communicate with the student about available accommodations as soon as is reasonably practicable.</p>	
Insurance	<p>1. Students are required to demonstrate that they have insurance that meets a minimum amount as decided by the university.</p> <p>2. All students, faculty, and staff participating in TU-sponsored education abroad experiences will also receive secondary coverage as provided by the university blanket policy.</p>	1. Students, but CGE/SAP will provide information about the TU blanket policy.
Faculty/staff training	<p>1. Faculty and staff leading international credit or non-credit trips involving students should complete training regarding emergency response. Training should address:</p> <ol style="list-style-type: none"> Emergency response protocol Obligations and expectations for faculty/staff program directors Standards for good program design University policies applied abroad, including harassment and sexual violence policies Basic first aid <p>2. As part of the request for funding, faculty program directors should complete a program approval process that demonstrates that they have adequately addressed program risks. (Applies to both credit and non-credit bearing experiences.)</p> <p>3. Faculty will be expected to complete the training on an annual basis.</p>	1. CGE will complete regular training sessions and develop program approval process